



WE ARE HERE TO ANSWER THE CALL. In a world of increased division, inequity, social unrest, and uncertainty, we must challenge ourselves to use our strengths to meet the growing needs of our communities.

Behavioral health impacts ALL of us – whether you experience challenges yourself or know a loved one who has been affected by mental illness or addiction, the struggles facing our community are real. Horizon is uniquely positioned to answer the call for hope, healing, restoration, and support for those in need. As we remain steadfast in our commitment to our mission, we continuously ask ourselves:

- How effectively are we meeting the needs of our community?
- What steps can we take to enhance patient experiences?
- Where do gaps in care exist, and how can collaboration bridge them?
- How do we advocate for change within our industry?
- How can we continue to make Horizon a Best Place to Work for our devoted staff?

Our dedication to answering these questions is what drives our everyday work. Throughout 2023, we responded to the call for:

- **GROWTH:** From grand openings, to building expansions, new service offerings, and our leadership transition, we continue to extend our reach across Western New York.
- **COLLABORATION:** We know we can't do this work alone. Our vital partnerships amplify our impact on the community.
- **CHANGE:** Advocating for policy change, increased funding to enhance services and support our workforce, and ongoing dialogue to reduce stigma remains at the forefront of our efforts.
- **HOPE:** We foster best-in-class, person-centered care in an inclusive and safe environment for all seeking a brighter tomorrow.

Our calling is both challenging and ever-changing, yet it is deeply meaningful. It is our privilege to lead our dedicated team in supporting our community. We recognize the courage and strength required to seek help and want you to know that whenever you or a loved one is ready, Horizon will be here to answer the call.



ERIN DIGIROLAMO
CHIEF EXECUTIVE OFFICER



BRANDY VANDERMARK-MURRAY
PRESIDENT



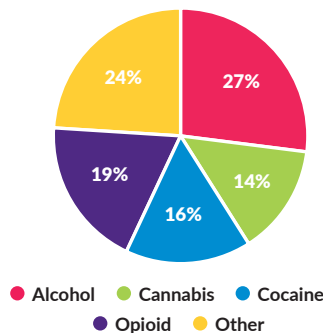
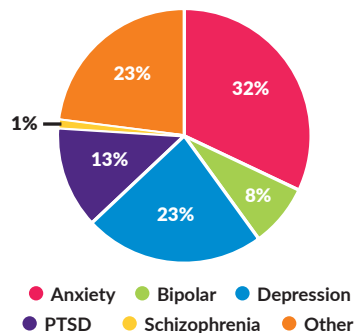
WHO WE ARE

OUR MISSION

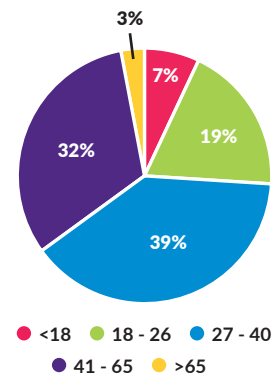
Together for Recovery. Changing Lives. Saving Lives.

WHO WE SERVE

DIAGNOSES



AGE



ANSWERING THE CALL FOR SUPPORT



228 average Patient Engagement Center calls for service inquiries received daily



49 programs across **35** locations

OUTPATIENT SERVICES



Over **293,000** service appointments

944 average counseling appointments conducted daily

HORIZON VILLAGE & TERRACE HOUSE



193 licensed beds

1,562 patients served

HARM REDUCTION APPROACH



1,529

Narcan Kits
Distributed

8,494

Fentanyl Test Strips
Distributed

2,612

Xylazine Test Strips
Distributed

MEETING THE NEEDS OF OUR YOUTH



21

School-Based
Counseling Programs

43%

Increase in number of child
& adolescent appointments
from 2022 to 2023



A YEAR'S WORTH OF ADVOCACY

We know our voice matters in advocating for policy change and increased funding in the behavioral health field. We thank our state and local officials who take interest in learning more about the important work we do.

WE ARE HOPE CAMPAIGN

Spearheaded by Mental Health Advocates of WNY in 2023, We Are Hope is a community collaboration developed to support those struggling with mental health and/or substance use challenges in WNY. Horizon is a proud partner of this impactful initiative.

SOUTH BUFFALO MENTAL HEALTH AND WELLNESS COMMUNITY DAY

Senator Tim Kennedy and Council Member Chris Scanlon hosted an event focused on raising awareness, providing education, and offering resources on mental health and substance use to our community. Horizon was honored to participate in the mental health panel discussion, where we reminded our community of our commitment to delivering quality and compassionate care to individuals and their loved ones navigating behavioral health challenges.

YEAR IN REVIEW

TEAM MEMBER CONNECTIONS

We kicked off Summer with lots of opportunities for connection! From the Corporate Challenge, to All-Staff Mingles, family picnics, volunteer days, Bisons games, and team bonding events, we continued our efforts in making Horizon a Best Place to Work.

WE ARE STRONGER TOGETHER

Throughout the year, our Diversity, Equity, Inclusion, and Belonging (DEIB) Council furthered our initiatives in fostering an environment where our team members, those we serve, and the communities around us feel accepted for who they are. Our Horizon Health Alliance affiliate partner, Endeavor Health Services, joined us at the Pride Parade, Juneteenth celebration, and other community events throughout the year.

CHRIS MALONEY LEGACY FOUNDATION GOLF TOURNAMENT

The Chris Maloney Legacy Foundation raises awareness surrounding addiction and supports community efforts to aid individuals on their path to recovery. Proceeds from their 2023 golf outing fueled wellness initiatives and golf programs at our Horizon Village Campus, supported our Therapy Dog Program, and contributed to our Hilary's House capital campaign. We are continually grateful for the foundation's many years of supporting Horizon's mission.





DRIVE FOR DEVIN GOLF TOURNAMENT

The Devin Waring Foundation, created in loving memory of Devin Waring, focuses on suicide awareness and prevention through education and spreading messages of hope to our community. Funds raised from their annual golf tournament were generously donated towards our Hilary's House capital campaign.

THE GOOD CLIMB ENDURANCE CHALLENGE

This 5-hour endurance challenge encourages participants to push their limits, get mentally tough, and discover their best selves, all while raising awareness around mental health. Proceeds supported Horizon's Teen Mental Health Program.

Through the generosity of The Devin Waring Foundation and other community partners, Horizon's Teen Mental Health Program provides education and awareness on the topics of behavioral health to local schools in our community. **LEARN MORE**



bit.ly/3Wu6LxW

YEAR IN REVIEW

SCHOOL COLLABORATIONS

Back to school season meant increased partnership with our school communities. Our over 20 School-Based Programs and Teen Mental Health Program allow us to provide much-needed treatment, education, and support services to children and adolescents facing behavioral health challenges, right in their school setting.

BOULEVARD RECOVERY CENTER EXPANSION

In September, we celebrated the grand opening of our Boulevard Recovery Center Expansion facility, which serves as our hub for initial appointments and assessments across our outpatient locations. Horizon's "intake" model prioritizes the patient experience by providing quick access to care, same day appointments, level of care triage to ensure quality of care, and counselor matching across the organization.

RECOGNIZING SEPTEMBER AS RECOVERY MONTH

In collaboration with our Board Members, we offered engaging and informative Recovery Month Panel Discussions for all staff to learn more about Alcoholics Anonymous and the substance use continuum.





HILARY'S HOUSE GRAND OPENING

The grand opening of Hilary's House – a retreat center for patients, loved ones, and staff to grow in their recovery journeys – was a monumental moment at our Horizon Village Campus in Sanborn, NY. The White Family approached Horizon with a desire to remember their daughter, Hilary Grace, who lost her battle to the disease of addiction. This house signifies our partnership with The White Family and our commitment to providing whole-person care to those facing addiction. We extend our unending gratitude to The White Family and The Hilary Grace Foundation for their significant contributions and collaboration in bringing Hilary's House to life in loving memory of Hilary. And to all our donors and community partners, we thank you for your generous support in making this addition to our Campus a reality.

Watch the Grand Opening



bit.ly/4b7pcgj

YEAR IN REVIEW

A NOT SO SILENT NIGHT

The Revelas Family Foundation hosted their inaugural “A Not So Silent Night” event, which was an opportunity to shine a light on mental health awareness during the holiday season. Over \$68,000 in funds were successfully raised at the event, all of which were generously donated towards sustaining and growing our Teen Mental Health Program. We are deeply grateful for the foundation’s many years of continued partnership and philanthropic initiatives to support Horizon’s mission.

OUR TONAWANDA RECOVERY CENTER MOVED!

We continue to grow! Our Tonawanda Recovery Center relocated to a newly renovated, more spacious facility to ensure we’re best equipped to meet the growing demand for services.



15 YEARS BEST COMPANY TO WORK FOR IN NYS



96% of our staff like the people they work with



Over 500 trainings offered through Horizon University

12% → 24%
in 2022 in 2023

Promotion rates for women and staff of color

19% → 22%
in 2022 in 2023

End of year workforce represented by staff of color

We're proud to support the physical, mental, social, and emotional well-being of our team members. For the second year in a row, we were named as one of WNY's Healthiest Employers by Buffalo Business First.



Western New York's
HEALTHIEST EMPLOYERS®
BUFFALO BUSINESS FIRST



Horizon was named a finalist for Buffalo Niagara Partnership's ATHENA Awards. Organizations are recognized for their commitment to supporting, developing, and honoring women leaders in our community.

Join Our Team! → horizon-health.org/careers



SUPPORT OUR MISSION

**Donate
Today!**



bit.ly/4cVPuDv

No matter the **size**,
your generosity
enhances our mission.

DONATIONS CAN SUPPORT HORIZON'S:

Programming for Patients



Community Education



Capital Projects



Advocacy Efforts



Therapy Dog Program



Questions About Supporting Our Mission?

Call our Administrative Office at 716-831-2700 to learn more about philanthropic opportunities.

LET'S BE FRIENDS!

Follow us! Stay up-to-date on community collaborations, service offerings, recruitment opportunities, and more.



SPREAD THE WORD.

We're here to help you and your loved ones.

Call today for a better tomorrow.

716-831-1800

DONORS

Thank you for making Horizon a philanthropic priority.
We are grateful for your partnership and generosity!

\$10,000+

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Devin Waring Foundation
Hilary Grace Foundation
Independent Health
Lawley
National Fuel Gas Company Foundation
Walter E. Schmid Family Foundation

\$2,500-\$9,999

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American Online Giving Foundation
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\$1-\$249

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We make every effort to maintain accurate, up-to-date records, and apologize for any errors or omissions. Many donors may give through The United Way or other third-party vendors in which case the donations may be recognized in the following year.

Please advise us of any oversight so that we may acknowledge you in our next publication.

2023 GRANTS AWARDED

SAMHSA CCBHC	\$4,000,000
SAMHSA MAT PDOA	\$3,750,000
SAMHSA NCTSI III	\$3,000,000
SOR III Year 2	\$1,064,453
SAMHSA MHAT	\$535,508
OASAS SOR III	\$532,226
OMH – School Satellites	\$315,000
OMH – Sustaining EBP for Children & Youth	\$101,816
National Fuel Gas Company Foundation	\$100,000
Genesee County OSF	\$95,907
Farris Foundation	\$50,000
Grigg Lewis Foundation	\$25,000
Fierle Foundation	\$5,000
Univera	\$4,791

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